

Informal Complaints

Presented by Company and Category

These tables present a subset of total consumer contacts. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following tables report the ICs by utility company and the nature of the complaint by category*.

Communications Industry August 2019

*The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.***

Utility Name	Billing	LifeLine	Not Regulated - No Jurisdiction	Policy & Practices	Public Purpose Programs	Rates	Service	Grand Total
Airnex Communications, Inc.	1	-	-	-	-	-	-	1
AT&T California	23	-	7	5			24	59
AT&T Corp.	-	-	-	1			-	1
AT&T Mobility	10	-	-	3			5	18
Bandwidth.Com Clec, LLC	1	-	-	-			-	1
Bright House Networks Information Services (California), LLC	2	-	-	-			-	2
CenturyLink	-	-	-	-			1	1
Charter	4	-	1	1			1	7
Comcast Digital Phone	2	-	2	-			-	4
Consumer Cellular, Inc.	-	-	-	-			2	2
Cox; Cox Communications; Cox Business	1	-	4	-			1	6
Frontier California, Inc.	25	-	5	-			8	38
Greatcall, Inc.	1	-	-	-			-	1
Intellicall Operator Services, Inc.	-	-	-	-			1	1
Intouch America, Inc.	1	-	1	-			-	2
Lifeline Administrator	1	1	-	-			-	2
Long Distance Consolidated Billing Co.	-	-	-	1			-	1
OneTouch Communications; Touch Base Communications	1	-	-	-			-	1
Peak Communications	1	-	-	-			-	1
Sierra Telephone Company, Inc.	1	-	-	-			-	1
Sprint; Sprint PCS	1	-	-	-			1	2
Telepacific Communications	-	-	1	-			-	1
TIC Long Distance	1	-	-	-			-	1
Time Warner Cable	2	-	8	1			1	12
T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	8	-	-	1			1	10
TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless)	2	-	-	1			-	3
Verizon Wireless	4	-	-	1			3	8
Windstream Nuvox, Inc.	-	-	1	1			-	2
XO Communications Services	-	-	-	-			1	1
Total ICs Sent	93	1	30	16			50	190

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Energy Industry August 2019

Utility Name	Billing	Not Regulated - No Jurisdiction	Policy & Practices	Public Purpose Programs	Rates	Service	Total
Clean Power Alliance	4	-	1	-	-	-	5
East Bay Community Energy	1	-	-	-	-	-	1
Lancaster Choice Energy	-	-	1	-	-	-	1
Liberty Utilities (CalPeco Electric) LLC	1	-	-	-	-	-	1
Pacific Gas & Electric Company	59	-	5	7	-	19	90
Pacificorp	1	-	-	-	-	-	1
San Diego Gas & Electric Company	8	-	1	2	-	4	15
Southern California Edison Company	86	-	5	21	-	24	136
Southern California Gas Company	14	-	-	-	-	2	16
Southwest Gas Corporation	2	-	-	-	-	-	2
Total ICs Sent	176	-	13	30	-	49	268

Water Industry August 2019

Utility Name	Billing	Not Regulated - No Jurisdiction	Policy & Practices	Public Purpose Programs	Rates	Service	Total
California American Water Company	4	-	-	-	-	2	6
California Water Service Company	2	-	1	-	-	1	4
Del Oro Water Co., Inc.	1	-	-	-	-	-	1
Golden State Water Company	2	-	-	-	-	-	2
Liberty Utilities (Park Water) Corp.	1	-	-	-	-	-	1
Lukins Brothers Water Company, The	1	-	-	-	-	-	1
San Jose Water Company	7	-	1	-	-	-	8
Suburban Water Systems	1	-	-	-	-	-	1
Total ICs Sent	19	-	2	-	-	3	24

*Category Definitions
**Companies Sorted by Code
**Companies Sorted by Utility Name